



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com

Tuesday, July 10, 2018

2:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting rescheduled from Wednesday, July 4, 2018

1. CALL TO ORDER

Chair Blackmon called the meeting to order at 2:43 p.m.

2. ROLL CALL

Present: 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

3. APPROVAL OF AGENDA

Chair Blackmon requested a motion to approve the agenda.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chair Blackmon requested a motion to approve the minutes of June 6, 2018.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

[18-0146](#)

Receipt of Correspondence

Attachments: [Communication - Joseph W. Romano](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

[18-0147](#)

Receipt of Correspondence

Attachments: [Communication - Brandi Collins-Dexter](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

[18-0155](#)

Receipt of Correspondence (Customer Responses-Meeting of 6/20/18)

Sponsors: Customer Service/Meter Operations

Attachments: [Customer- Diane King - June 20, 2018](#)
 [Customer. Mary Ellen Howard - June 20, 2018](#)
 [Customer. Shayne Sisco - June 20, 2018](#)
 [Customer. Stephanie Collins - June 20, 2018](#)
 [Customer. Ronnie Mixon - June 20, 2018 \(2\)](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

7. UNFINISHED BUSINESS

New service administrative policy (18-0095) Fall 2018

This was postponed.

8. NEW BUSINESS

A. Customer Service Planning Calendar

This was postponed.

B. Customer Service Update (See Item 18-0158)

C. [18-0149](#) Quarterly Litigation Report

Sponsors: Pospiech

Attachments: [DWSD Office of General Counsel Q2 Quarterly Report 2018](#)
 [Executive and Contractor Organizational Chart - DWSD - FY2017-18 -](#)

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this Communication or Report be received and filed. The motion carried by a unanimous vote.

D. Website/Portal Presentation

This was postponed.

E. Service Interruption Update

This was received and filed.

[18-0158](#)

Service Interruption Summary

Sponsors: Brown

Attachments: [Service Interruption Summary 2018](#)

Presenter: Theresa Redden Flennoy

This Communication or Report was received and filed.

[18-0159](#)

Faith Based Accounts- MI Warehouse Settlement

Sponsors: Brown

Attachments: [Faith Based Accounts - MI Warehouse Settlement](#)

This Communication or Report was received and filed.

9. OTHER MATTERS

Commissioner Kinloch stated he received a telephone call from the 10th Precinct Community Relations and Mr. Willie Campbell of City Neighbors requesting to meet with the department about water matters. Public Affairs will follow-up on the request.

10. NEXT MEETING

August 1, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 4:00 p.m.